

FIG. 1

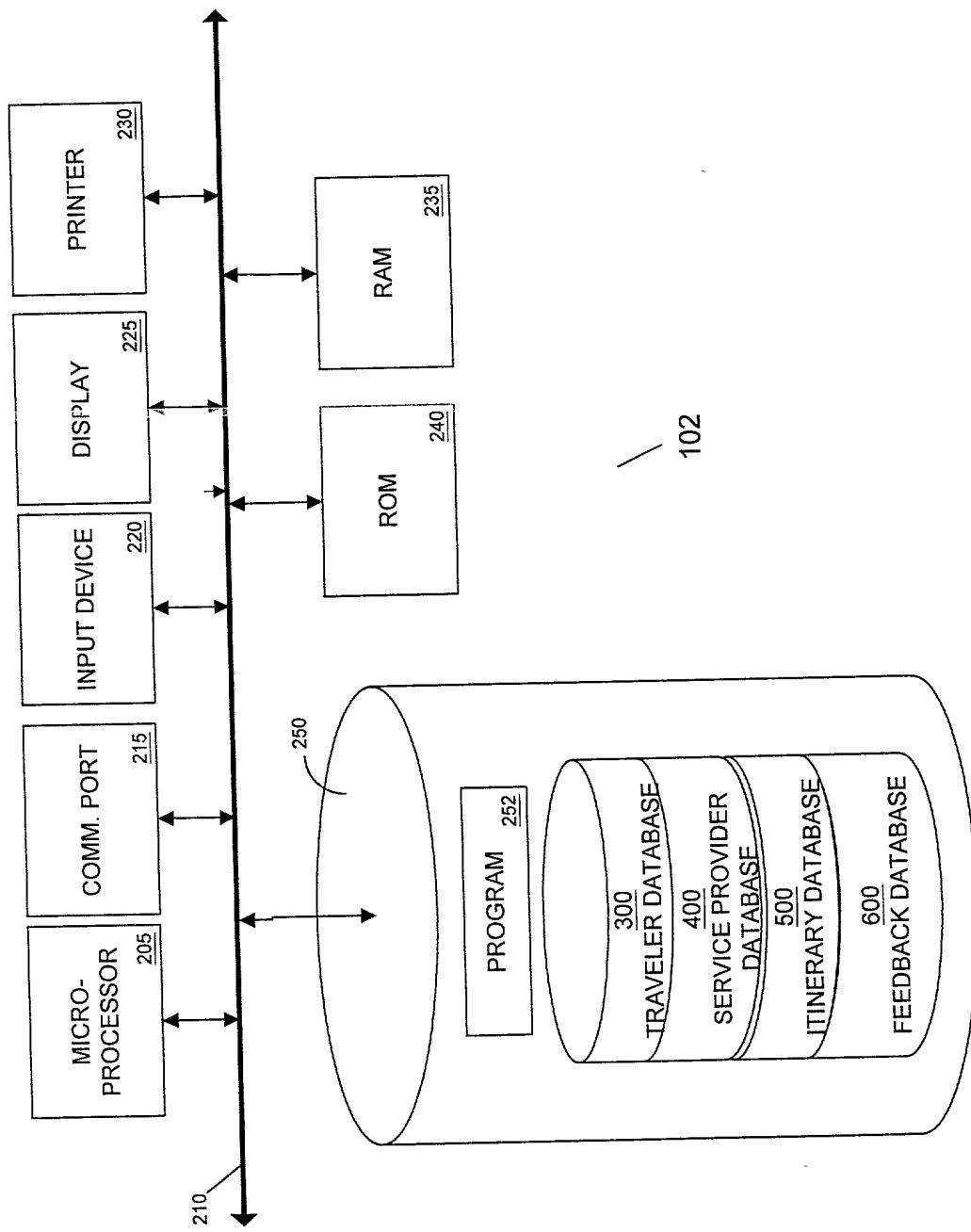


FIG. 2

**FIG. 3**

TRAVELER IDENTIFIER	TRAVELER NAME	CONTACT INFORMATION	TRAVEL ORGANIZATION	TRAVEL PREFERENCES
<u>302</u>	<u>304</u>	<u>306</u>	<u>308</u>	<u>310</u>
T1001	JENNIFER JAMES	32 GARDEN RD. NEWTOWN, USA	COMPANY HQ	United Air; Aisle seat; vegetarian meal
T1002	MIKE SMITH	MSMITH@ISP.COM	R&D GROUP	American Air; FF# 123455; Aisle; Marriott Hotel!
T1003	JAMES WHITE	JWHITE@COMP.COM	WASHINGTON OFFICE	Aisle seat; non-smoking
T1004	SUSAN STONE	STONE@COMP.COM	LATIN AMERICA OFFICE	United Air; Hertz Rental car; Marriott Hotel
T1005	KEVIN DOWNS	KEVIN@COMP.COM	COMPANY HQ	non-smoking

300

**FIG. 4**

SERVICE PROVIDER IDENTIFIER	SERVICE PROVIDER NAME	CONTACT INFORMATION	SERVICE PROVIDER TYPE
<u>402</u>	<u>404</u>	<u>406</u>	<u>408</u>
S1001	UNITED AIRLINES	32 Garden St. Anytown, MI	AIRLINE
S1002	LUFTHANSA	msmith@lufthansa.com	AIRLINE
S1003	HERTZ	ljones@hertz.com	CAR RENTAL
S1004	BUDGET	111 Main St. Boca Raton, FL	CAR RENTAL
S1005	MARRIOTT HOTEL	kmason@mariott.com	HOTEL
S1006	HOLIDAY INN	45 Elm St. New York, New York	HOTEL
S1007	QUINCY TRAVEL SERVICES	121 University Fremont, CA	TRAVEL AGENCY

400

500

ITINERARY IDENTIFIER	TRAVELER IDENTIFIER	TRAVEL START DATE	TRAVEL COMPLETE DATE	SERVICE PROVIDER/ DETAILS	SERVICE PROVIDER/ DETAILS
502	504	506	508	S1001 (Flt 800; NEW to MSP R/T; Seat 22C)	S1005 (2 miles; Airport hotel; nonsmoking)
I1001	T1003	10/1/00	10/3/00	S1007 (conf. number 22)	S1001(Flt121; From JFK to SEA R/T; Seat 10A)
I1002	T1001	10/5/00	10/10/00	S1003 (Pickup at MSP; Midsize)	S1006(Middtown; 1 nite; King bed; nonsmoking)
I1003	T1002	10/15/00	10/16/00	S1002 (Flt 87; From JFK to FRA R/T; Seat 11A)	S1005 (FRA downtown; twin beds; nonsmoking; 9 nites)
I1004	T1003	10/17/00	10/29/00	S1001 (Flt 10; From DFW to LAX R/T; Seat 9b)	S1006 (77 Main Street; nonsmoking; 9 nites)
I1005	T1004	10/21/00	10/31/00		

FIG. 5

600 →

FEEDBACK IDENTIFIER <u>602</u>	TRAVELER IDENTIFIER <u>604</u>	DATE RECEIVED <u>606</u>	DATE CLOSED <u>608</u>	SERVICE PROVIDER FEEDBACK DETAILS <u>610a</u>	SERVICE PROVIDER FEEDBACK DETAILS <u>610n</u>
F1001	T1003	10/5/00	10/5/00	S1001 (Avg; Hi; Low; Avg; On Time; Yes; Yes; No; No Comments)	S1005 (Avg; Hi; Hi; Low; n/a; Yes; Yes; Yes; Yes; No; No Comment)
F1002	T1001	10/14/00	10/15/00	S1007 (Avg; Avg; Correct; Yes; Yes; No; No Comment)	S1001 (Low; Low; Low; Low; Avg; Late; No; No; Yes; the flight was 6 hours late and my luggage was lost)
F1003	T1002	10/19/00	10/19/00	S1003 (Avg; Avg; hi; Avg; No; No; Yes; My car did not start the second day I had it and no substitute was available)	S1006 (Avg; Avg; Avg; n/a; Yes; Yes; Yes; Yes; No; No Comment)
F1004	T1003	10/31/00	Open	S1002 (Hi; Hi; Hi; On time; Yes; Yes; No; The flight crew on the flight was fantastic and extremely helpful. Good job!)	S1005 (Low; Low; Low; Poor; No; No; No; No; Yes; This hotel is located in a dangerous part of town and is extremely low quality for the price. We should use another provider or another location when we travel to this city.)
F1005	T1004	11/4/00	11/9/00	S1001 (Avg; Avg; Avg; Avg; On time; Yes; Yes; No; No comment)	S1006 (Hi; Excellent; Avg; Excellent; n/a; Yes; Yes; Yes; No; No Comment)

FIG. 6

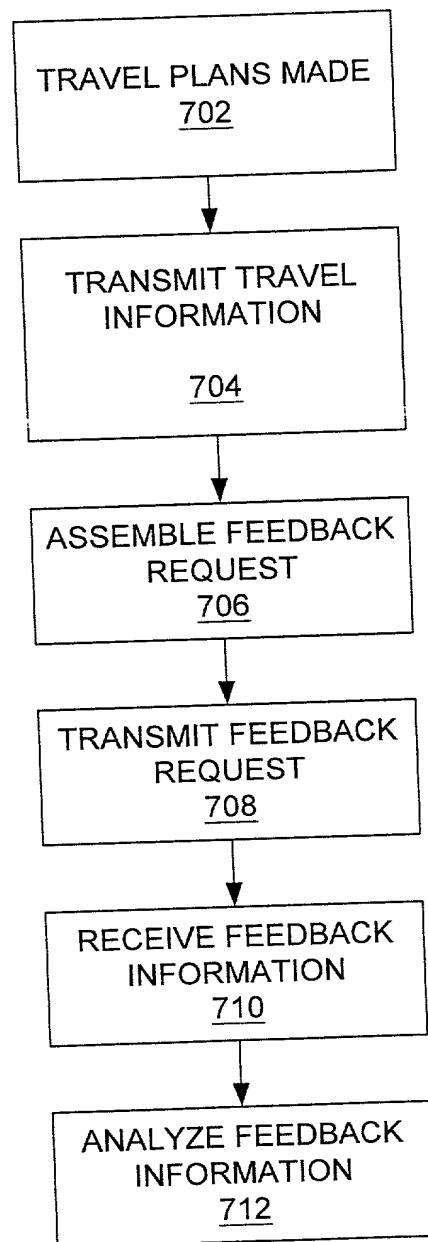


FIG. 7

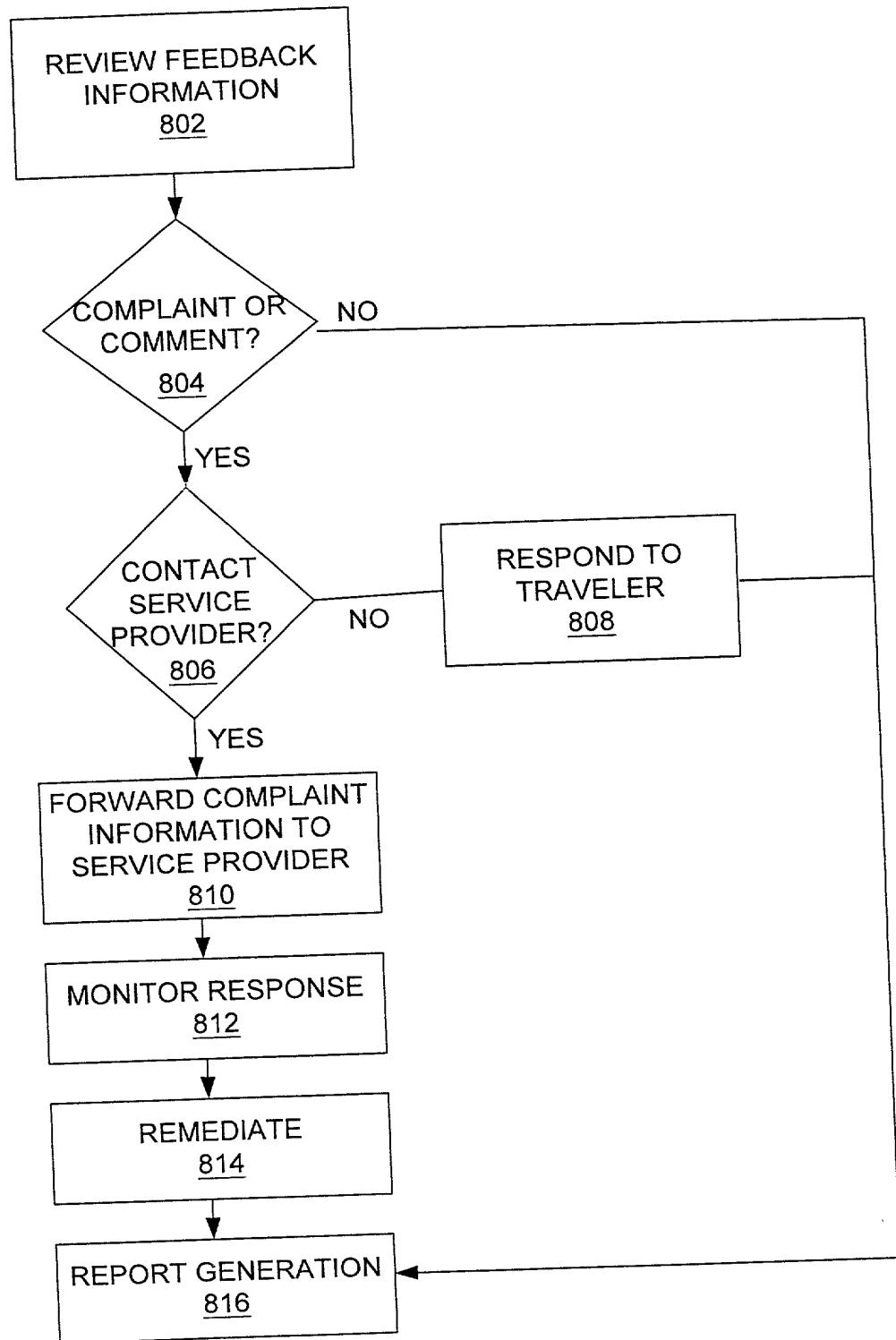


FIG. 8

**Carlson Wagonlit Travel Agency - Details - Microsoft Internet Explorer**

### Rate Travel Agency Details

Travel Agency: Carlson Wagonlit Travel

#### Your Rating

Friendliness and Professionalism of CWT Travel Counselor:  Average  Excellent  Good  Fair  Poor

Efficiency of CWT Travel Counselor:  Average  Excellent  Good  Fair  Poor

Accuracy of Travel Arrangements:  correct  Yes  No

Was your travel profile accurately entered?  Yes  No

Did you receive your tickets on time?  Yes  No

Did you need to contact CWT customer service?  Yes  No

...the After-Hours Emergency Service Center?  Yes  No

Do you agree that this supplier is Siemens preferred?  Yes  No

Do you want Carlson Wagonlit Travel to respond?\*  Yes  No

**Comments:** \* required, if YES  
Your comments may not exceed 500 characters.

**Submit Feedback**

**US AIRWAYS US 2614 - Details - Microsoft Internet Explorer**

### Rate Air Details

Flight: US AIRWAYS US 2614  
Date: 01/03/01  
Departure: BDL - HARTFORD BRADLEY  
Destination: BWI - BALTIMORE  
Aircraft: Boeing 737-200

#### Your Rating

Speed of Check In:  Average  Excellent  Good  Fair  Poor

Friendliness of Ground Staff:  Average  Excellent  Good  Fair  Poor

Friendliness of Flight Attendants:  Average  Excellent  Good  Fair  Poor

Quality of Meal:  Average  Excellent  Good  Fair  Poor

Satisfaction level with Type of Aircraft:  Average  Excellent  Good  Fair  Poor

Departure / Arrival Time:  on time  late

Did you receive your preferred seat?  Yes  No

Do you agree that this supplier is Siemens preferred?  Yes  No

Do you want this travel supplier to respond?\*  Yes  No

**Comments:** \* required, if YES  
Your comments may not exceed 500 characters.

**Submit Feedback**

FIG. 9A

FIG. 9B

**HAMPTON INNS HAMPTON INN HIGH POI - Details -**

### Rate Hotel Details

**Hotel:** HAMPTON INNS HAMPTON INN HIGH POINT  
**Address:** 10066 S MAIN ST HIGH POINT ARCHEDALE NC 27263  
**Phone:** 336-434-5200  
**Check In - Out:** 01/03/01 - 01/06/01  
**Rate:** 73.00 USD / night

### Your Rating

<b>Friendliness of Front Desk Staff:</b>	<input type="button" value="Average"/>
<b>Speed of Check In:</b>	<input type="button" value="Average"/>
<b>Speed of Check Out:</b>	<input type="button" value="Average"/>
<b>Cleanliness of Room During Stay:</b>	<input type="button" value="Average"/>
<b>Hotel Restaurant's Food Quality:</b>	<input type="button" value="n/a"/>
<b>Was your reservation in order?</b>	<input type="button" value="Yes"/>
<b>Was everything in working order?</b>	<input type="button" value="Yes"/>
<b>Was this hotel close to your business location?</b>	<input type="button" value="Yes"/>
<b>Is this travel supplier Siemens appropriate?</b>	<input type="button" value="Yes"/>
<b>Do you want this travel supplier to respond?*</b>	<input type="button" value="No"/>

**Comments: (Required if YES)**

Your comments may not exceed 500 characters.

**Submit Feedback**

FIG. 9C

**NATIONAL CAR - Details - Microsoft Internet Explorer**

### Rate Car Details

**Company:** NATIONAL CAR  
**Pick Up:** GREENSBORO HIGHPT, NC ( on 01/03/01 at 10:46a  
**Drop Off:** GREENSBORO HIGHPT, NC ( on 01/06/01 at 9:30a  
**Car Type:** Car, Intermediate  
**Rate:** Rate is USD 90.00, 300 free miles per day, BR

### Your Rating

<b>Friendliness of Staff:</b>	<input type="button" value="Average"/>
<b>Speed of Pick Up Procedure:</b>	<input type="button" value="Average"/>
<b>Speed of Drop Off Procedure:</b>	<input type="button" value="Average"/>
<b>Cleanliness of Rental Car:</b>	<input type="button" value="Average"/>
<b>Was your car in working order?</b>	<input type="button" value="Yes"/>
<b>Was your reservation in order?</b>	<input type="button" value="Yes"/>
<b>Do you agree that this supplier is Siemens preferred?</b>	<input type="button" value="Yes"/>
<b>Do you want this travel supplier to respond?*</b>	<input type="button" value="No"/>

**Comments: (Required if YES)**

Your comments may not exceed 500 characters.

**Submit Feedback**

FIG. 9D

SIEMENS Shared Services - Travel Management - Traveler Feedback - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Stop Refresh Home Search Favorites History Mail Print Messenger

Address: http://travel.siemens.com/acst/acst\_feedback.cfm?Trip\_ID=17443&Name=MICKIEWICZ

**Business Travel Feedback**

**Dear MICHAEL A MICKIEWICZ,**

Please rate your overall level of satisfaction on your recent business travel from 01/03/01 to 01/06/01. You may also rate every travel supplier in detail. Do this by clicking 'Rate Details' on the right.

**Note:** Please be aware of last minute changes not receiving consideration in our stored itinerary. If any travel arrangements did not apply, please select 'n/a'. If you select 'Poor' as your overall level of satisfaction, we would like you to rate the specific travel supplier in detail. The same window will appear that you would get by clicking 'Rate Details'.

**Travel Agency**

Travel Agency	Overall Level of Satisfaction	Rate Details
CARLSON WAGONER TRAVEL	Good	<a href="#">Rate Details</a>

**Air**

Airline	Flight	Date	From - To	Overall Level of Satisfaction	Rate Details
US AIRWAYS	US 2614	01/03/01	BWI - BWI	Good	<a href="#">Rate Details</a>
US AIRWAYS	US 3035	01/03/01	BWI - GSO	Good	<a href="#">Rate Details</a>
US AIRWAYS	US 9084	01/06/01	GSO - BWI	Good	<a href="#">Rate Details</a>
US AIRWAYS	US 2623	01/06/01	BWI - BDL	Good	<a href="#">Rate Details</a>

**Hotel**

Hotel	Check In	Check Out	Overall Level of Satisfaction	Rate Details
HAMPTON INNS HAMPTON INN HIGH PTI	01/03/01	01/06/01	Good	<a href="#">Rate Details</a>

**Car**

Rental Company	Location	Car Type	Date	Overall Level of Satisfaction	Rate Details
NATIONAL CAR	GREENSBORO HIGH PTI	Car, Intermed	01/03/01	Good	<a href="#">Rate Details</a>

**General comments**

General comments  
Your comments may not exceed 500 characters.

**Siemens OC**

Please select your Siemens OC

PLEASE SELECT YOUR SIEMENS OC

**Submit Feedback**

FIG. 9E